RELATED APPLICATIONS

[0001] This patent application is related to the following patent applications, each of which are commonly assigned to assignee of this application, and hereby incorporated by reference:

[0002] U.S. Patent Application no. *10/826,159* <to be assigned>, titled "Reinforced Clustering of Multi-Type Data Objects for Search Term Suggestion", filed on 04/15/04; and

[0003] U.S. Patent Application no. 10/427,548, titled "Object Clustering Using Inter-Layer Links", filed on 05/01/2003.

TECHNICAL FIELD

[0004] Implementations of the invention pertain to data mining.

BACKGROUND

[0005] Today's high technology corporations typically provide some aspect of product support to ensure that consumers and partners receive the maximum value for their technology investments. For instance, a variety of consumer and business support offerings, and strategic IT consulting services may be provided to help meet the requirements of customers and partners. Support offerings may include phone, on-site, Web-based support, and so on. Unfortunately, product support services can become prohibitively expensive, not only in terms of financial costs, but also the amount of time that is required to find a solution. For instance, on-site consulting services are typically expensive, so expensive that most non-corporate consumers cannot afford to hire an individual product consultant or troubleshooter.